

Complete Form, Print, Sign and Mail to:  
Public Service Commission of South Carolina  
101 Executive Center Dr., Suite 100  
Columbia, SC 29210



Phone: 803-896-5101

Fax: 803-896-5191

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Text PSCAGENDAS to 3949

To receive an alert when Meeting Agendas are released

### Individual Complaint Form

Date\*: 05/31/2019

#### Complainant or Legal Representative Information: \* Required Fields

Name \* Melinda McKissick

Firm (if applicable)

Mailing Address \* 311 North Salem Avenue

City, State Zip \* Sumter SC 29150

Phone \* 8034681382

E-mail

Name of Utility Involved in Complaint: \* Duke Energy Progress

#### Type of Complaint (check appropriate box below.) \*

- |   |  |  |   |
|---|--|--|---|
| <input type="checkbox"/> Billing Error/Adjustments                  | <input type="checkbox"/> Deposits and Credit Establishment | <input type="checkbox"/> Wrong Rate    | <input type="checkbox"/> Refusal to Connect Service |
| <input type="checkbox"/> Disconnection of Service                   | <input type="checkbox"/> Payment Arrangements              | <input type="checkbox"/> Water Quality | <input type="checkbox"/> Line Extension Issue       |
| <input type="checkbox"/> Service Issue                              | <input checked="" type="checkbox"/> Meter Issue            |  |   |
| <input checked="" type="checkbox"/> Other (be specific) Smart Meter |  |  |   |

Have you contacted the Office of Regulatory Staff (ORS)? \* ☒ Yes ☐ No

Name of ORS Contact: Skye

#### Concise Statement of Facts/Complaint: \* (This section must be completed. Attach additional information to this page if necessary.)

In May of 2018, I received a card in the mail from Duke Energy Progress stating that I would be receiving a new "smart" meter on my property. After doing research on the smart meters and learning of the possible health risks imposed, I decided that I did not want one, so I contacted the DEP Phone # on the card to let them know. I was told that I would be opted out. Now, on May 28, 2019, I received a letter from Duke Energy Progress stating that I will be receiving a smart meter if I don't pay an initial fee of \$170.00 and agree to a monthly charge of \$14.75 added to my bill each month. My husband is 70 years old and has health problems.

#### Relief Requested: \* (This section must be completed. Attach additional information to this page if necessary.)

I am requesting that I keep the meter that I currently have without paying additional charges and fees. At present, my husband and I are surviving off of his social security only. It takes a large portion of that just to pay our electric bill to Duke Energy Progress. I also attended the Sumter meeting regarding docket # 2018-318-E

\*\*I GIVE THE PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA PERMISSION TO PUBLISH THIS COMPLAINT AND ITS CONTENTS ON THE COMMISSION'S WEBSITE (dms.psc.sc.gov), AND I UNDERSTAND SUCH INFORMATION MAY BE SUBJECT TO PUBLIC SCRUTINY OR FURTHER RELEASE. ☒ Yes ☐ No

Complainant's Signature\* (MUST BE SIGNED, DO NOT PRINT)

STATE OF SOUTH CAROLINA )  
COUNTY OF Sumter )

#### VERIFICATION

I, Melinda McKissick  
Complainant's Name \*

verify that I have read my complaint filed on 5/31/19  
Date \*

Internal Use Only

Processed By Date

and know the contents thereof, and that said contents are true.

Complainant's Signature\* (MUST BE SIGNED, DO NOT PRINT)

H.E.